



TUESDAY, AUGUST 5, 2008		
7:30 a.m. – 7 p.m.	REGISTRATION STATION OPEN	
8:15 a.m. – 11:45 a.m.	<p>Education, Training, and Development (Required for MSU Credit. Open to all attendees.)</p> <p>This course will ground students in the fundamental principles of how adults learn best, and why this is critically important to judicial branch work. In this course, students will identify their individual learning styles and ways to extend learning experiences for more meaningful and transformational learning to take place. A variety of learning activities will illustrate the importance of intentional and thoughtful participation by court managers in determining which education, training, and development programs the court and its justice partners will offer. This course is not intended to develop students as judicial branch educators. Rather, students will be exposed to the key components of creating and supporting education, training, and development for themselves as learners, and for other judicial branch employees.</p>	<p>Faculty: Stephanie Briscoe Education Attorney Clerk's Office Branch Federal Judicial Center</p>
9 a.m. – 2 p.m.	VIVA SAN ANTONIO! HISTORIC HIGHLIGHTS TOUR (Optional Event)	
1 p.m. – 3 p.m.	<p>Education, Training, and Development (Required for MSU Credit. Open to all attendees.)</p> <p>Continuation of the above described course.</p>	<p>Faculty: Stephanie Briscoe Education Attorney Clerk's Office Branch Federal Judicial Center</p>
2 p.m. – 4 p.m.	INSTITUTE OF TEXAN CULTURES (Optional Event)	
2 p.m. - 5 p.m.	NCBC BOARD MEETING	
3 p.m. - 4 p.m.	<p>Deciding Cases - The role of Bankruptcy Courts in the Federal Judiciary. (Required for MSU Credit. Open to all attendees.)</p> <p>While there are a variety of essential components of the court, the principal essential component is the adjudication of disputes. Chief Bankruptcy Judge Ronald B. King will discuss a court's role in the adjudication of disputes. While this will include a general discussion of the role of courts, it will focus specifically on the role of the federal courts, and specifically Bankruptcy Courts. It will include a brief discussion of the jurisdiction of the federal courts as contrasted with state courts and will discuss the unique nature of the Federal Judiciary. The discussion will include the judge's role in court trials and in the disposition of cases by motion. The discussion will also include a description of various alternative dispute resolution practices; both court annexed and those operating outside the formal court structure.</p>	<p>Faculty: Honorable Ronald B. King Chief Bankruptcy Judge Texas Western</p>
4:15 p.m. - 5:00 p.m.	<p>Michigan State Judicial Administration Program</p> <p>This session is for all attendees newly interested in the program, those who have taken some classes and for graduating students of the Michigan State Judicial Administration Program. Come hear about this year's program offerings, next year's graduation ceremony and the new Five-Year plan for the next cycle of classes. Also, find out about On-Line classes that can be used to speed completion of the program.</p>	<p>Faculty: Maureen Conner, Ph.D. Director of the Judicial Administration Program Michigan State University</p>
6 p.m. - 9 p.m.	<p>PRESIDENT'S RECEPTION</p> <p>Food, music, court awards and a western costume contest Bring your boots, your hat, and prepare yourself to commence to honky tonkin'!</p>	

WEDNESDAY, AUGUST 6, 2008

7:30 a.m. – 4 p.m.	REGISTRATION STATION OPEN	
7:30 a.m. - 8:30 a.m.	CHUCK WAGON BREAKFAST	
8:30 a.m. - 10:15 a.m.	OPENING CEREMONY	
10:15 a.m. - 10:30 a.m.	DUSTY TRAIL BREAK	
10:30 a.m. - 11:30 a.m.	PLENARY SESSION HINTS FROM HELOISE Blazing a New Trail is one thing. Keeping it clean and organized is quite another. Famous author and household guide guru Heloise helps us do both in this lively session.	
11:30 a.m. - 12 p.m.	DUSTY TRAIL BREAK	
12 p.m. - 1:45 p.m.	GROUP LUNCH WITH HONORABLE EDWARD PRADO, FIFTH CIRCUIT COURT OF APPEALS Judge Prado leads an enlightening and entertaining session on the importance of innovation and technology in improving the work of the courts.	
1:45 p.m. - 2 p.m.	DUSTY TRAIL BREAK	
2 p.m. - 4 p.m. BREAKOUT SESSION	Don't Get Left on the Dusty Trail – Saddle Up for PEI This program will focus on making the FJC's Professional Education Institute (PEI) a natural choice when looking at employee development. PEI is a resource for court staff seeking to improve their leadership and management skills. PEI enhances staff development by identifying key leadership practices and providing curricula to help staff learn and hone those practices.	Faculty: Phyllis Drum Education Specialist Management Programs Federal Judicial Center
2 p.m. - 4 p.m. BREAKOUT SESSION	HRMIS Initiatives This session will provide an overview of Human Resource Management Information System (HRMIS) initiatives that will be available such as eOPF, Employee Self Service and e-benefits.	Faculty: Nathan Crump, Chief HRMIS Services Branch Office of Human Resources & Patricia Tuccio, Chief Advisory Services Branch Office of Human Resources
2 p.m. - 4 p.m. BREAKOUT SESSION	It's More Than Rock 'n' Roll (Required for MSU Credit. Open to all attendees.) Learn the art of teamwork using lessons from the Beatles, Rolling Stones, U2, and other great bands in the history of rock 'n' roll. Examine the power of well-chosen words and phrases; the right ones can be memorable while the wrong ones can be memorably bad. Discover your role in the band—whether you're more like the lead singer or the drummer—and how to showcase that talent. Experience the collaborative process of Lennon and McCartney in a fun and highly interactive workshop to help you become more creative at work. Participation in this program does not require musical talent, but love of music and appreciation for the icons of rock 'n' roll is recommended.	Faculty: George Prentice Clerk Texas Western Bankruptcy
2 p.m. - 4 p.m. BREAKOUT SESSION	Negotiation and Mediation for Court Employees Conflict is a predictable by-product of organizational life in the judiciary and elsewhere. People disagree over expectations, service delivery, performance outcomes and more. Conflict can be healthy for an organization if people develop the skills for effectively resolving their conflicts and disputes. Effective negotiating and mediating skills can help federal court staff develop workable strategies to resolve conflicts. As a result of completing this training, participants will be able to: <ul style="list-style-type: none"> * Explain the differences between "interest-based negotiating" and "position-based bargaining" * Describe the strengths and weaknesses of four different negotiating styles * Apply seven principles of effective negotiating to court challenges * Explain why negotiations fail and why mediation is needed in some conflicts * Effectively plan for an upcoming negotiation or mediation 	Faculty: Michael E. Siegel, Ph.D. Senior Education Specialist Management Programs Federal Judicial Center

WEDNESDAY, AUGUST 6, 2008

2 p.m. - 4 p.m. BREAKOUT SESSION	Real Colors This program provides a temperament-based process and the tools to assist people in recognizing, accepting and valuing the differences in others through real-life applications. Program participants will: (1) learn to identify their "Color" and the "Color" of those around them; (2) learn to value the differences in people; (3) and learn to adapt their communication style to achieve positive results.	Faculty: Victor Casillas Assistant Deputy Chief Probation Officer Texas Western Probation
2 p.m. - 4 p.m. BREAKOUT SESSION	Recognizing and Overcoming Five Dysfunctions of a Team Based on Patrick Lencioni's book <i>The Five Dysfunctions of a Team</i> , this presentation overviews the struggles confronted by today's organizations that wish to implement true teamwork in the workplace. It presents the interrelationship of five dysfunctions which hamper that effort, detailing characteristics of each and providing suggestions for overcoming them, including the role of a team's leadership in the process.	Faculty: Lou Gil IT Specialist Training Branch AO-OIT-SDSD (Texas)
2 p.m. - 4 p.m. BREAKOUT SESSION	The Future of the BNC The Bankruptcy Noticing Center program, which centralizes and automates the printing, addressing, batching, and mail processing of bankruptcy notices, has served the bankruptcy courts well for the past fifteen years. In fiscal year 2007, the BNC produced and mailed approximately 105 million bankruptcy notices. The BNC has enabled the judiciary to meet its noticing responsibilities at a cost that is over \$70 million less than a court-based noticing system. To continue to support the courts with the highest level of service while taking advantage of the latest technologies, a new performance-based contract was recently awarded. Mr. McCaffrey will lead a discussion on the features and benefits of the new contract, the transition timeline and schedule, and new contract pricing.	Faculty: Gary McCaffrey Clerks Administrator AO Bankruptcy Court Administration Division (BCAD)
4 p.m.	LIGHT REFRESHMENTS	
6 p.m. - 8:30 p.m.	MEXICAN MANHATTAN RIVER BARGE DINNER & TOUR (Optional Event) Give us your hungry, your thirsty, your huddled conference goers yearning to eat, drink and sightsee.	
7 p.m. - 10 p.m.	GEORGE PRENTICE AT PAT O'BRIEN'S (Optional Event) The act you've known for all these years. Oh, and Pat O'Brien's famous Hurricanes as well. We may need more Hints from Heloise to clean up afterwards.	
8:30 p.m. - 10:30 p.m.	COUNTY LINE RIVER BARGE DINNER & TOUR (Optional Event) BBQ, baked beans, and plenty of Texas iced tea on a river barge. Go before you go.	

THURSDAY, AUGUST 7, 2008

7:30 a.m. – 4 p.m.	REGISTRATION STATION OPEN	
7 a.m. - 8 a.m.	CHUCK WAGON BREAKFAST	
8 a.m. - 9:30 a.m. BREAKOUT SESSIONS	Apollo 13 - Lessons in Dealing with Crisis and Innovation How does your organization handle an unexpected crisis? Are you able to react to unanticipated needs with innovative solutions? Using the historical example of the Apollo 13 moon mission, participants learn about the importance of adherence to mission, as well as how to deal with crisis situations with innovative – “what if” -- solutions.	Faculty: Bob Fagan & Judy Roberts Bob Fagan and Associates
8 a.m. - 9:30 a.m. BREAKOUT SESSION	Change - The One Constant in Today's Workplace Change is the only constant in today's workplace. No matter what industry you are in or what position you have, we each must learn more and better methods of dealing with the changes we face on a daily basis. This workshop focuses on strategies for navigating future changes. Change is a process, not an event. The goal of this session is to arm participants with practical tools they can use to be successful in this process.	Faculty: Susan Arledge Career Consultant and Author of "TGIMonday - 10 Strategies to Thrive in Today's Workplace"
8 a.m. - 9:30 a.m. BREAKOUT SESSION	Dealing with Difficult Situations Geared to supervisors and managers, this session uses video scenarios (customized for the judiciary) as the foundation for examining and formulating appropriate responses to difficult employee relations situations many managers will confront on the job. Participants will blaze a new trail by learning skills and strategies to effectively deal with these difficult situations (instead of ignoring them in hopes they'll go away).	Faculty: Angela Long Education Specialist In-Court Programs Federal Judicial Center
8 a.m. - 9:30 a.m. BREAKOUT SESSION	Financial Information Roundtable This program will feature topics relevant to financial administrators, budget administrators and procurement administrators. Some of the topics will include cash register issues; Finsys issues; unclaimed fund accounting; registry funds; trustee payments; FAS4T end-of-month processing; accruals; effective use of reports and best practices.	Faculty: Maydelle Johnson Financial Specialist Texas Northern Bankruptcy & Kay Melquist Chief Deputy Clerk North Dakota Bankruptcy
8 a.m. - 9:30 a.m. BREAKOUT SESSION	Fundamentals of Information Technology Management - What Everyone Needs to Know About How It Works! (Required for MSU Credit. Open to all attendees.) Paper dockets. Paper files. Paper anything? The pace of change has quickened and what was once a paper-based system has moved to a world of “bit and bytes”. The Information Technology age is here and there is no turning back. During this session, participants will gain a basic understanding of technology and its use in the courts. We will explore how technology can be used to improve service to the public and how to leverage various technologies (from smart phones to pc's to video conferencing) to achieve the court's mission and goals. We promise no computers will be harmed during this session.	Faculty: Barry Lander Clerk California Southern Bankruptcy & Russ Reynolds Information Systems Mgr. California Southern Bankruptcy
8 a.m. - 9:30 a.m. BREAKOUT SESSION	Real Colors, Real Issues Completion of the basic Real Colors and knowing your Color is a prerequisite. This will apply Real Colors techniques with interpersonal issues and situations.	Faculty: Victor Casillas Assistant Deputy Chief Probation Officer Texas Western Probation
8 a.m. - 9:30 a.m. BREAKOUT SESSION	Time Management Time Management is a workshop for all court employees. Participants will learn a time management approach, which they can use to help organize their professional and personal life. Through demonstration, interactive exercises, and discussions participants will learn specific time management tips and techniques. Working in small groups, participants will identify at least three practices that will improve time management in their court unit. The workshop will conclude with individuals completing an action plan, stating at least four time management and organization practices they will adopt in the coming year.	Faculty: Jim Buchanan Senior Education Specialist In-Court Programs Federal Judicial Center & David H. Williams Management Analyst Texas Western Bankruptcy

THURSDAY, AUGUST 7, 2008

9:30 a.m. - 11:30 a.m.	TECH TRAIL (COURT INFORMATION SHARING) (Required for MSU Credit. Open to all attendees.)	
9:30 a.m. - 11:30 a.m.	VENDOR FAIR (Required for MSU Credit. Open to all attendees.)	
11:30 a.m. - 12:45 p.m.	BUSINESS LUNCHEON HOSTED BY NCBC PRESIDENT KENNETH GARDNER WASHINGTON UPDATE FROM GLEN PALMAN, AWARDS CEREMONY & 2009 NCBC TAMPA UPDATE Awards galore, words of wisdom from Glen, and a sneak preview of NCBC 2009 in Tampa. Bring us your finest meats and cheeses!	
12:45 p.m. - 1 p.m.	DUSTY TRAIL BREAK	
1 p.m. - 2:45 p.m. BREAKOUT SESSION	Business Etiquette: Common Courtesy, Common Sense Communication within a business environment has undergone tremendous change in recent years, generating unique types of interactions between employees. The ease of use and speed with which we interact can result in not only tremendous benefits, but can also cause issues, problems and concerns not readily apparent during fast moving, day-to-day court operations. <i>Common Courtesy, Common Sense</i> takes a look at common components of business interaction – telephone, e-mail, meetings – as well as interpersonal interactions – those between supervisors and subordinates and those between peers – and discusses ways to maximize the benefits of modern communication and interaction while minimizing any inherent problems.	Faculty: Lou Gil IT Specialist Training Branch AO-OIT-SDSD (Texas)
1 p.m. - 2:45 p.m. BREAKOUT SESSION	Dealing with Difficult Situations Geared to supervisors and managers, this session uses video scenarios (customized for the judiciary) as the foundation for examining and formulating appropriate responses to difficult employee relations situations many managers will confront on the job. Participants will blaze a new trail by learning skills and strategies to effectively deal with these difficult situations (instead of ignoring them in hopes they'll go away).	Faculty: Angela Long Education Specialist Federal Judicial Center
1 p.m. - 2:45 p.m. BREAKOUT SESSION	HRMIS Initiatives This session will provide an overview of Human Resource Management Information System (HRMIS) initiatives that will be available such as eOPF, Employee Self Service and e-benefits.	Faculty: Nathan Crump, Chief HRMIS Services Branch Office of Human Resources & Patricia Tuccio, Chief Advisory Services Branch Office of Human Resources
1 p.m. - 2:45 p.m. BREAKOUT SESSION	Internal Controls Evaluation (ICE) This session presents a new and innovative internal control evaluation system. The ICE system presents rules, compensating controls and what if's for end users and unit executives. This tool improves and streamlines the tasks of the internal control officers and security administrators. ICE will provide a data-mining tool for courts to enhance their internal controls inside and outside of FAS4T.	Faculty: Stuart Kurlancheek Deputy Audit Officer AO Office of Audit
1 p.m. - 2:45 p.m. BREAKOUT SESSION	Introduction to Financial Planning This course is aimed at employees who are five years or more away from retirement. The primary emphasis of this course is to encourage employees to evaluate their financial status, invest wisely, and begin retirement planning as early as possible. The following topics will be discussed: * Steps to Financial Success - The Miracle of Compound Interest * Thrift Savings Plan - Growth and Risk Allocations * Take Control of Your Cash Flow - Cash Management Process * Save for Retirement - How Much Do You Need to Retire?	Faculty: John R. Wahlers Financial Planner Gallagher Benefit Services

THURSDAY, AUGUST 7, 2008

1 p.m. - 2:45 p.m. BREAKOUT SESSIONS	<p>Planning, Developing and Implementing IT Applications and Projects (Required for MSU Credit. Open to all attendees.)</p> <p>Lotus Notes, CM/ECF, FINSYS, CR/ECF, calendar applications, and hundreds of other local applications – some shared and some just used locally by courts. How do you make the most of the smorgasbord of technology options?? This session's tasty entrees provide a foundation to understand application development in the courts. A panel of experts from the AO and the courts will share both national and local perspectives on application planning, development and support.</p> <p>The knowledge required to manage technology and its rate of change is considerable. Court leaders must know the fundamentals and ensure that they, and their technical staff, keep current with how other organizations, including courts, are successfully using technology. Court leaders must know what options exist, how they are being used in courts and other organizations, and how technology is evolving. Only then can they oversee staff and vendors to ensure the most appropriate solutions are implemented.</p>	<p>Faculty: Barry Lander Clerk California Southern Bankruptcy & Russ Reynolds Information Systems Mgr. California Southern Bankruptcy</p> <p>Panelists include: Howard J. Grandier Assistant Director Office of Information Technology & Thomas A. Baribeau Support Branch Chief Systems Deployment and Support Division and other panelists</p>
1 p.m. - 2:45 p.m. BREAKOUT SESSION	<p>What Is This Thing Called "Burnout?"</p> <p>Organizations are increasingly having to deal with the phenomenon of "burnout," not only from folks nearing retirement, but from many other employees in the workforce. But, what does burnout look like? What are the warning signs? What is the impact on productivity? This session will help organizations recognize the subtle signs of burnout, and develop strategies for reenergizing individuals toward their tasks and responsibilities.</p>	<p>Faculty: Bob Fagan & Judy Roberts Bob Fagan and Associates</p>
2:45 p.m. - 3 p.m.	DUSTY TRAIL BREAK	
3 p.m. - 4 p.m.	<p>PLENARY SESSION</p> <p>DR. RICHARD BRUCE WINDERS, HISTORIAN AND CURATOR, THE ALAMO</p> <p>A few quick facts before Dr. Winders gets his hands on you. Neither John Wayne nor Billy Bob Thornton were actually there. And there's no basement in the Alamo.</p>	
4 p.m.	VENDOR RAFFLE	
6 p.m. - 6:30 p.m.	GROUP PHOTO	
7 p.m. - 10 p.m.	<p>FIESTA GROUP DINNER MAVERICK PLAZA AT LA VILLITA</p> <p>Prepare yourself for mariachis, folklorico dancers, live music, and all the food and drink you can eat and drink. And that's just in Patty's room before you head to La Villita for this one-of-a-kind celebration.</p>	

FRIDAY, AUGUST 8, 2008

7:30 a.m. – 1 p.m.	REGISTRATION STATION OPEN	
7 a.m. - 8 a.m.	CHUCK WAGON BREAKFAST	
8 a.m. - 9:45 a.m. BREAKOUT SESSION	Apollo 13 - Lessons in Dealing with Crisis and Innovation How does your organization handle an unexpected crisis? Are you able to react to unanticipated needs with innovative solutions? Using the historical example of the Apollo 13 moon mission, participants learn about the importance of adherence to mission, as well as how to deal with crisis situations with innovative – “what if” -- solutions.	Faculty: Bob Fagan & Judy Roberts Bob Fagan and Associates
8 a.m. - 9:45 a.m. BREAKOUT SESSION	Change - The One Constant in Today's Workplace Change is the only constant in today's workplace. No matter what industry you are in or what position you have, we each must learn more and better methods of dealing with the changes we face on a daily basis. This workshop focuses on strategies for navigating future changes. Change is a process, not an event. The goal of this session is to arm participants with practical tools they can use to be successful in this process.	Faculty: Susan Arledge Career Consultant and Author of "TGIMonday - 10 Strategies to Thrive in Today's Workplace"
8 a.m. - 9:45 a.m. BREAKOUT SESSION	Internal Controls Evaluation (ICE) This session presents a new and innovative internal control evaluation system. The ICE system presents rules, compensating controls and what if's for end users and unit executives. This tool improves and streamlines the tasks of the internal control officers and security administrators. ICE will provide a data-mining tool for courts to enhance their internal controls inside and outside of FAS4T.	Faculty: Stuart Kurlancheek Deputy Audit Officer AO Office of Audit
8 a.m. - 9:45 a.m. BREAKOUT SESSION	Managing Information Technology and the IT Professional (Required for MSU Credit. Open to all attendees.) Effective court leaders know how to align technology and technical professionals with the goals and mission of the court and the justice system. Technical staff must be competent professionals and work well with others both inside and outside the court. Good technical staff may have different perspectives on technology and on work priorities than do others in the courts. They sometimes speak a different language and seek and sometimes need considerable independence. Their talents and expertise are critical to the success of the court. This session will explore the unique challenges of managing IT professionals as well as overseeing the information technology program at a court.	Faculty: Michael E. Siegel, Ph.D. Senior Education Specialist Management Programs Federal Judicial Center & Barry Lander Clerk California Southern Bankruptcy
8 a.m. - 9:45 a.m. BREAKOUT SESSION	Real Colors This program provides a temperament-based process and the tools to assist people in recognizing, accepting and valuing the differences in others through real-life applications. Program participants will: (1) learn to identify their “Color” and the “Color” of those around them; (2) learn to value the differences in people; (3) and learn to adapt their communication style to achieve positive results.	Faculty: Victor Casillas Assistant Deputy Chief Probation Officer Texas Western Probation
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8 a.m. - 9:45 a.m. BREAKOUT SESSION	Understanding Federal Retirement This course highlights federal retirement basics to include retirement eligibility, annuity computation formulas, and awareness of the FERS annuity supplement. Emphasis is placed on the effects of making deposits for creditable service, survivor benefit options, and the continuation requirements for Federal Employees Health Benefits. Includes TSP withdrawal options and avoiding withdrawal penalties. The following topics will be discussed: * Annuities - FERS Annuity Supplement - Impact of Deposits on Retirement Eligibility and Annuities - Survivor Benefit Facts * Social Security and Government Pensions * Thrift Savings Plan Withdrawal Options * Federal Employees Health Benefit Program (FEHB) in Retirement	Faculty: Phyllis Conary Associate Consultant Gallagher Benefit Services
9:45 a.m. - 10 a.m.	DUSTY TRAIL BREAK	
10 a.m. - 12 p.m.	Peer-to-Peer Breakout Sessions (Required for MSU Credit. Open to all attendees.) How do you fit in the "big picture?" What essential role does a case administrator, human resources professional or a systems programmer play in achieving the court's mission? How do others with similar titles do their work? During this two hour session, you will have a chance to explore the issues that are important to you in facilitated meetings with your peers. Share ideas, learn something new to take back to the office, and meet others with similar jobs to use as resources in the future. Sessions will be held for Chambers Support Staff, Court Managers, Finance, Budget, and Procurement, Human Resources, Information Technology, Operations, and Retirees.	
12:30 p.m. - 2 p.m.	NCBC BOARD LUNCHEON	